



WESTERN KENTUCKY
VETERANS CENTER

**RESIDENT
INFORMATION
GUIDE**



Kentucky Department of Veterans Affairs
Office of Kentucky Veterans Centers

November 2008



WELCOME

to

WESTERN KENTUCKY

VETERANS CENTER

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**Thank you for allowing
us the opportunity
to serve you,
the Veterans of America's
Armed Forces.**

INTRODUCTION

Welcome to the Western Kentucky Veterans Center (WKVC). This is your home and you are encouraged to take an active part in its activities. The Administrator and the entire staff are dedicated to your well-being. The rules and regulations imposed are minimal and are based upon the needs and desires of a majority of the residents or the limits of practicality for the successful operation of WKVC.

The WKVC Resident Handbook has been compiled to provide information for the resident and his/her family. It is our hope that this booklet will assist you by providing answers to some of your questions and give you some guidelines for your stay. Please do not hesitate to ask questions.

Each resident is an individual entitled to live in a caring environment that respects individual needs and quality of life. Confidentiality, privacy, rehabilitative care, freedom from restraint and the opportunity to participate in decisions are the rights of each resident. Reasonable accommodation, quality of life, the environment, efficient utilization of resources and respect for individual dignity will guide care planning and administrative decisions.

MISSION STATEMENT

WKVC is dedicated to promoting and maintaining a standard of excellence. Emphasis shall be placed on preservation of residents' rights and assisting the residents in maintaining the highest possible level of independence. This includes being treated as an individual, with the right to privacy and preservation of dignity.

WKVC shall adhere to all state and federal laws and regulations and strive to exceed minimum standards to assure the health, safety and emotional well-being of the residents. WKVC staff and residents will work as a team to accomplish these goals.

In an effort to remain current on health care trends for the elderly, staff education shall be accomplished through in-service, both formal and informal, and by collaborating with other agencies for the purpose of sharing knowledge.

The services of volunteers shall be solicited and used to their fullest extent to assist the veterans in achieving their maximum potential of independence. Community involvement with the residents is encouraged.

ADMISSIONS CRITERIA

1. To qualify for admission, an applicant must be:
 - a. a veteran with an other than dishonorable discharge; and
 - b. a resident of Kentucky; and
 - c. physically unable to maintain him/herself in their own home.
2. The WKVC shall not admit any applicant who requires treatment primarily for mental retardation, mental illness, or substance abuse, or who has a documented history of physical violence and/or disciplinary problems, or whose needs cannot be met by the facility.
3. No individual shall be denied admission based on the grounds of race, color, handicap, age, gender, religion, national origin, HIV status or inability to pay.
4. The actual charges assessed to a resident of WKVC shall not exceed the cost of care which is provided.

TRANSFER AND DISCHARGE RIGHTS

WKVC will permit the resident to remain in the facility and not transfer or discharge the resident from the facility unless:

1. The resident's needs can no longer be met in the facility.
2. The safety or health of the resident or other individuals is endangered.
3. The resident has failed, after reasonable and appropriate notice, to pay for his/her room and care.

DISCHARGE PLANNING

Residents with potential for discharge from WKVC will be identified and provided with discharge planning by their treatment team.

Discharge potential will be reviewed as part of admission and annual care planning conferences and more often if active discharge planning is in progress.

When discharge potential is assessed as reasonable for a resident, a comprehensive discharge plan will become a part of the Interdisciplinary Care Plan.

CHARGES FOR ROOM AND CARE

There is a monthly charge for room and care at WKVC. If any changes in monthly charges occur, residents and/or representatives will be notified 30 days in advance of effective date.

Determination of charges for room and care is based on the resident's and the resident's dependent's gross monthly income (earned or received) and net worth.

Residents will meet with financial services prior to admission for detailed information on specific charges.

Any changes in assets or income should be reported to the financial department as soon as possible.

If a resident has given Power of Attorney to a person to handle financial or legal matters, or is under guardianship, copies of such documents must be maintained in the resident's administrative file.

TELEPHONE CALLS

Telephone hookups are available in each room. Residents may have a private phone at their expense. The resident or his/her family should call AT&T at 1-888-757-6500 to initiate telephone service.

Public telephones are available on each floor.

ALCOHOLIC BEVERAGES and NON-PRESCRIBED MEDICATIONS

Residents or others are not permitted to bring alcoholic beverages and non-prescribed medication on WKVC premises. Offending residents will be subject to discharge from WKVC.

ROOM FURNISHINGS

Large items need to be approved. Electrical appliances are prohibited. For safety reasons, **lift chairs** are not allowed.

Since space is limited in our resident rooms, only a few personal items may be brought into the home. If you need advice on what might be acceptable, you may check with Administration or Social Services.

WKVC is not responsible for loss or breakage of residents' personal items.

PERSONAL ITEMS

Fire arms, ammunition, knives and arrows will not be approved. Any food kept in the resident's room must be non-perishable and kept in a closed container. All personal items should be checked in at the nursing station to ensure accurate recording, labeling and tracking.

ADDITIONAL CHARGES

Although every effort will be made to minimize resident costs, certain medical services will not be provided by WKVC. Medical services obtained from sources other than WKVC may result in a charge from that source to the resident. Among these medical services are:

1. X-rays
2. Dental work
3. Eyeglasses or other optometry services
4. Hospital services (Note: V.A. charges for certain veterans)
5. Regional Medical Center Ambulance Service
6. Hearing Aids
7. Podiatry services
8. Specialized medications not on VA formulary
9. Specialized equipment
10. Ancillary therapy service (speech and occupational therapy)
11. VA Co-Payments

If in doubt as to whether or not there will be a charge for a service, please inquire at the Administration Office.

ABSENCES

When a resident is absent from WKVC for an extended period of time, he/she is to give notice and make sure payment is kept current. A resident's bed may be held for a period not to exceed 30 days. A non-medical leave of absence from the facility in excess of 96 hours (4 days) will result in a charge per day equal to the current VA per diem rate in effect at the time. This charge will be retroactive to the first day of absence from the facility and will cover the entire period of absence. Absences from the facility will be considered to have ended when the resident returns to the facility for at least a continuous 24-hour period. Please be aware that the charge for non-medical leave of absence is in addition to the already established monthly charge for care.

RESIDENT CASH TRANSACTIONS

WKVC cashier's office is open for resident cash transactions at various times Monday through Friday except on holidays.

VISITATION POLICY

Visiting hours are from 8:00 a.m. to 8:00 p.m. For the safety of our residents and staff, doors will be locked from dusk until dawn. Visitors allowed during these hours include family members, guardians and friends. Everyone must register at the front desk. In case of serious illness, family members are allowed to stay past visiting times as needed.

Visitors are limited to WKVC common areas such as dining, living, recreation and lounge areas. Consent of the resident must be obtained before a visitor enters the room of the resident.

Visitors who become disruptive or interfere in any way with the operations of WKVC will not be allowed to remain on the premises.

SMOKING POLICY

WKVC's smoking policy is designed to address state and federal regulations regarding smoking in long term care facilities and takes into account the safety, health and well-being of all residents.

The designated smoking area is in the windowed room at the end of the main television lounge. Residents may also smoke outside in designated smoking areas. Smoking is not permitted in areas other than those designated for smoking. Non-compliance with WKVC's smoking policy is grounds for resident discharge.

GIFTS TO EMPLOYEES

WKVC employees, on or off duty, shall not accept gifts or gratuities of any kind from residents, potential residents, former residents or families. If you wish to recognize an employee or group of employees, you may give something, such as a basket of fruit or box of candy and place in a common area for all staff to share. A donation to WKVC Trust Fund or purchase of an item that can be donated for the benefit of all residents is also acceptable. A complimentary letter is always appreciated.

USE OF TELEVISIONS

Televisions are provided to each resident and each resident has a right to use it as long as it doesn't infringe upon another resident's rights.

The resident has a responsibility to be considerate of the rights of other residents by keeping the volume low and curtains pulled to prevent light and sound from disturbing roommates.

Although there are no restrictions for when televisions may be used, all residents are to use earphones between the hours of 10:00 p.m. and 6:00 a.m.

The televisions in the main living room and unit lounges may be used at any time.

RESIDENT COUNCIL

WKVC's Resident Council meets bi-monthly. The Resident Council has an elected chairman and vice chairman who address issues that residents may have regarding WKVC. Council meetings may be attended by selected staff members at various times upon the request of members. All residents are invited to attend these meetings.

OXYGEN USE

Oxygen is provided via wall outlets in each resident's room. Residents in need of oxygen are asked to use the wall outlets rather than portable tanks when they are in their rooms.

Portable oxygen tanks are provided for use outside the residents' rooms for activities such as meals, physical therapy, participation in activities within the facility, transportation to and from doctors appointments and other WKVC sponsored activities.

Portable oxygen tanks and gauges will not be released for personal use such as family outings or passes. The resident or the resident's family is responsible for making arrangements for providing oxygen while the resident is away from WKVC for other than WKVC sponsored events.

Residents must have a physician's order for oxygen and must adhere to the facility's smoking policy regarding oxygen.

MEDICAL CARE

WKVC staff physicians will direct overall resident medical care. Upon admission, a primary physician will be assigned to each resident.

After your admission, a routine physical examination will be performed. WKVC is sufficiently staffed to provide appropriate care and treatment for residents. You should consult with your facility provider prior to any “outside” medication intervention.

If hospital care is required during your stay at WKVC, arrangements will be made by a medical provider. Care for veterans may be available at the V.A. Hospital in Marion, IL or a hospital of your choice. Cost of care while a patient is in any hospital will be the sole responsibility of the resident.

Transportation is provided for medical appointments scheduled by the facility if family members are unable to assist the resident. Medical appointments outside the Marion V.A. Medical Center and the Evansville V.A. Clinic, or those arranged by the resident, will require that transportation be arranged by the resident or family.

MEDICATIONS

WKVC licensed staff will dispense medications ordered by staff physicians and nurse practitioners.

All medications obtained by a resident while on leave from WKVC must be turned into the nursing staff upon his/her return to the facility for a physician's review.

To ensure safety of visitors and other residents, medications cannot be kept at the bedside unless deemed necessary by your staff physician and approved by the Interdisciplinary Care Team.

Residents should give 48 hours notice to the nursing department when planning to go on leave. This will allow sufficient time for medications to be packaged and dispensed by the Marion VAMC.

COMPLAINTS/GRIEVANCES

If you feel your rights have been violated, you may discuss the situation with a representative from the Resident Council, Physician, Supervising Nurse, Social Worker, State Ombudsman or Administrator. Grievance forms are available and when completed will be acted upon in a timely manner.

INTERDISCIPLINARY CARE PLAN CONFERENCE

Care plan conferences are held every three months to discuss the resident's care. Prior to each Interdisciplinary Care Plan Conference, the resident and/or next of kin (NOK) will receive written notification. The NOK/responsible individual or resident is encouraged to attend these meetings in order to promote the best possible care for the resident.

SERVICES

DIETARY SERVICES

WKVC provides three meals a day that are designed to meet the resident's daily nutritional needs. Snacks are also provided. If you desire, you may choose your meals from a selective menu. All residents are encouraged to eat their meals in the dining rooms. A registered dietitian supervises the total operation of the Dietary Department.

BARBER/BEAUTY SERVICES

A barber/beauty shop is available. These services are provided at no additional cost. The staff may refer a resident to the barber, or the resident may request the services of the barber, as needed.

SERVICES (cont'd)

LAUNDRY SERVICES

Laundry services are provided for all residents. Personal clothing is laundered twice weekly. Clean linen and towels are provided. WKVC is not responsible for dry cleaning services. Arrangements for dry cleaning services can be made by family members or the resident may be assisted by a Social Worker.

All family members are asked to label clothing with resident's name prior to admission. If new clothing is brought in after admission, please remember to have the pieces labeled.

Laundry has a seamstress on duty for minor mending and darning of residents' clothing.

PET THERAPY

Some of our residents have been responsible pet owners and have a natural affinity for animals. Animal visits for domesticated animals such as cats, dogs and birds that were personal pets of the resident prior to admission can be scheduled through the Activities Department. All animals are required to be licensed. All necessary vaccinations must be up to date and filed with the Activities Department prior to visiting. Pets/animals are permitted only in private areas.

VEHICLES

Resident vehicles are not permitted on the facility grounds.

LIBRARY

Library services are also available, providing newspapers, magazines, audio-visual materials, as well as numerous books. For residents who are unable to read standard print, large print books and recorded books are available. Our Activities Department will be happy to assist you.

ACTIVITIES

WKVC has a full-time Activity Director who plans daily activities. You are encouraged to attend these activities. There is staff available to assist you in going to the activities of your choice.

A monthly activity schedule is posted in each resident's room as well as posted on unit bulletin boards. Check this schedule for activities such as bingo, exercise sessions, movies, religious services, outings, picnics, visiting groups and special parties. There is no gambling allowed.

VOLUNTEER SERVICES

Individuals as well as several service-related groups from surrounding communities come to WKVC to volunteer their services and/or materials. Our Activities Director will coordinate assignment of duties for volunteers.

Some individuals escort residents to medical appointments. Anyone wishing to become a volunteer should contact our Activities Director at (270) 322-9087.

CHAPLAIN SERVICES

Chaplain Services exist to provide the residents with positive and meaningful religious experiences. The chaplain seeks to support residents in a constructive manner. As a member of the health care team, the chaplain shares a common goal in meeting each resident's needs.

Regular worship activities are provided. Communion is available once a quarter and at other times as requested. Catholic Communion is offered weekly by a community priest. Mass may be offered at community priest's discretion.

Worship experiences or other religious activities are made available for residents of all faiths. WKVC chaplains will contact community clergy to schedule activities as necessary.

SOCIAL SERVICES

The Social Services Department is responsible for providing medically-related social services to the residents' families. They emphasize preservation of residents' rights and assist them in maintaining the highest possible level of independence.

A social worker is assigned to each resident and will maintain contact with them and their family throughout their stay. Your social worker will assist you with any concerns you may have regarding your placement, care needs, adjustment, interactions with others, etc.

If you decide to visit with your family and/or to live independently, it is important that you notify your social worker as far in advance as possible.

Your social worker can assist you in making the necessary plans with people in your community or other agencies as appropriate.

Your social worker can assist you/your family in obtaining information on possible funeral/burial benefits and burial honors that you may be eligible for. Any changes in addresses/phone numbers, contact persons, funeral home preferences, etc. should be relayed to the social worker as soon as possible so this change can be noted on your medical record.

ADVANCE DIRECTIVES INFORMATION

An Advance Directive is a written document that tells us how to provide care for you, should you become unable to speak for yourself.

You have been given a WKVC booklet entitled Advance Directives; any questions you have concerning advance directives may be answered by the Unit Social Worker.

ADVANCE DIRECTIVES POLICY

WKVC will adhere to State and Federal Laws and Regulations on Advance Directives (KRS 311.000).

Procedures:

1. A written copy of this policy shall be provided to each resident and/or legal representative at the time of admission.

ADVANCE DIRECTIVES POLICY (cont'd)

2. The Social Service Staff (and others as directed by the Administrator) shall meet with the resident and/or legal representative and explain Advance Directives.
3. An Advance Directive is a written instrument, such as a living will, durable power of attorney, or health care surrogate which states treatment preferences in accordance with KRS 311.000.
4. WKVC shall not condition the provision of care or otherwise discriminate against an individual who chooses not to execute an Advance Directive.
5. WKVC shall provide educational training to the staff and community on Advance Directives.
6. The facility's staff will document in an individual's medical record whether or not an Advance Directive has been executed.
7. The resident and/or legal representative will date and sign a statement attesting that the Advance Directive and facility policy has been explained.

ADVANCE DIRECTIVES POLICY (cont'd)

8. Social Services or designated others will assist those residents who elect to execute an Advance Directive.
9. Pursuant to law, no employee of the facility may witness the execution of an Advance Directive or serve in the capacity of health care surrogate.
10. An Advance Directive may be revoked by the resident at any time by:
 - a. A written declaration signed and dated by the grantor;
 - b. An oral statement in front of two witnesses, one of whom will be a health care provider;
 - c. Destruction of the document by the grantor or by some person in the presence of the grantor, who has been directed by the grantor.
11. WKVC will provide nutrition and hydration to terminally ill patients who are alert and oriented. Such patients may decide on their own not to eat or drink.

ADVANCE DIRECTIVES POLICY (cont'd)

12. WKVC reserves the right to not withhold hydration and nutrition.
13. WKVC reserves the right to review, on a case by case basis, circumstances which may be questionable under our policy and/or KRS 311.000.
14. The Advance Directive Committee will review such cases and the decision of the Committee will be adhered to.
15. The Advance Directive Committee shall consist of the following WKVC Staff:
 - a. Administrator/Assistant Administrator
 - b. Medical Director
 - c. Director of Nursing
 - d. Director of Social Services
 - e. Primary Care Nurse
16. Any person may bring a situation of concern to any member of the Advance Directive Committee. That member shall be responsible for calling a committee meeting.

ADVANCE DIRECTIVES POLICY (cont'd)

17. The Advance Directive Committee will meet on an “as required” basis.
18. The decision of the Advance Directive Committee will be given to the resident and/or legal representative.
19. The facility will assist the resident and/or legal representative in transfer to another facility, when necessary.
20. This transfer assistance may include:
 - a. Talking with the resident and/or legal representative concerning preferences for location/proximity of another facility;
 - b. Referral to another facility;
 - c. Help with transport arrangements;
 - d. Other measures deemed necessary to meet the wishes of the resident and/or legal guardian.

REHABILITATION SERVICES

Physical, Occupational and Speech Therapy services are offered to restore, improve and maintain physical function. Each resident is encouraged to achieve and maintain the highest level of independence possible in performing activities of daily life. Licensed physical therapists plan and supervise the treatment programs prescribed by the staff physician. Residents who are not in need of skilled therapy services but desire to participate in a regularly scheduled exercise program to maintain strength and mobility are encouraged to do so. On the approval of the staff physician, these residents will be evaluated by a licensed therapist and a routine exercise program will be established. Ancillary therapies i.e. Occupational and Speech are available at an additional charge and can be billed to Medicare, Medicaid or private insurance, but a co-payment may be applicable, and charged to the resident.

SAFETY

WKVC will provide a safe environment for all residents.

POWER AND MANUAL WHEELCHAIRS NOT BELONGING TO WKVC

The Wheelchair Committee must evaluate all residents wishing to use power wheelchairs prior to the power wheelchair being brought into the facility. If evaluation indicates that the resident does not meet the criteria or is unable to operate a power wheelchair in a safe manner, or if the maximum number of power wheelchairs that the facility can absorb within its campus has been reached, this privilege will not be granted. The speed of scooters/wheelchairs will be adjusted to the lowest settings, and this must be done at the expense of the veteran prior to bringing the wheelchair into the facility.

WKVC cannot accommodate electric chairs that require wet cell batteries. All needed repairs will be financially supported by the resident or his/her responsible party. If a personally owned wheelchair is no longer in good working condition, it is the resident's or his/her legal representative's responsibility to make the wheelchair safe and in good operating condition. All unsafe wheelchairs must be removed from the building.

Safety Rules: Courtesy to pedestrians must be displayed by wheelchair operators at all times. Intentional reckless driving will result in loss of the privilege of operating a wheelchair.

BILL OF RIGHTS POLICY

Upon admission, every resident shall receive an explanation of the **Patient Bill of Rights**. On or prior to admission, the patient's bill of rights will be read and explained to the resident and the resident's responsible party. The resident's signature or that of the responsible party will be obtained, showing understanding and acceptance of the bill of rights.

RIGHTS

1. The resident has the right to be fully informed, by a physician, of his/her medical condition unless medically contraindicated (as documented by a physician) and will be provided the opportunity to participate in the planning of his/her medical treatment and a right to refuse to participate in any research.
2. The resident has the right to be transferred or discharged from WKVC for medical reasons or for his/her welfare or the welfare of other residents and to be informed in advance of any such moves. In cases where the resident has a representative acting on his/her behalf, the representative shall be advised of any such planned action.

RIGHTS (cont'd)

3. The resident is encouraged to exercise his/her rights as a citizen and as an individual. To this end, he/she may express grievances, and recommend changes in policies and services to facility staff and/or to outside representatives of his/her choice, free from restraint, interference, coercion, discrimination or reprisal.
4. The resident has the right to be informed of his/her financial status by individuals qualified to discuss this aspect of their life.
5. The resident has the right to be free from mental, physical, sexual or emotional abuse and to be free from chemical or physical restraints except as authorized in writing by a physician and subject to provisions of prevailing state and federal guidelines.
6. The resident has the right to be assured of confidential treatment of his/her personal and medical records. The release of records to any individual outside the facility, except in the case of his/her transfer to another health care facility, or as required by law, will require written consent from the resident or legal guardian.

RIGHTS (cont'd)

7. The resident has the right to be treated with consideration, respect and dignity, including privacy in treatment and in the care of his/her personal needs.
8. The resident has the right to refuse to perform any services for the facility which are not part of his/her therapeutic treatment plan and for which he/she does not receive adequate compensation. Refusal to participate in such non-therapeutic services shall not be a condition for discharge or transfer from the facility.
9. The resident has the right to associate with, communicate with and to meet privately with persons of his/her choice and to send and receive personal mail and phone calls unless medically contraindicated. (Any charges associated with postage or phone calls shall be the responsibility of the individual resident).
10. The resident has the right to meet with and participate in the activities of social and religious groups as desired.

RIGHTS (cont'd)

11. The resident has the right to retain and to use his/her personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other residents or unless medically contraindicated.
12. The resident has the right to have visits in private with family and friends, or from any interested party of his/her choice. This right of privacy also applies to medical examinations.
13. The resident has the right to exercise his/her civil and religious liberties, including the right to independent personal decisions to the limits of his/her mental and physical abilities as determined by the facility's medical staff.
14. The resident shall have the right to participate in a Resident Council and shall have an equal right to be nominated and to serve (if elected by the residents) in the capacity of any officer of that organization.

RESPONSIBILITIES

1. The resident is expected to follow the treatment plan recommended by the practitioner primarily responsible for his/her care. This includes following the instructions of nurses and other health professionals on his/her treatment planning team as they carry out the coordinated plan of care and enforce the applicable rules and regulations governing the operation of the facility.
2. The resident is expected to accept responsibility for the consequences of his/her actions if he/she refuses treatment.
3. The resident has a responsibility to be considerate of the rights of other residents, WKVC employees, volunteers, visitors and any other persons with whom he/she may have contact.
4. The resident has a responsibility to follow WKVC rules and regulations affecting resident care and conduct, especially health, fire safety and any other rules or regulations established for the welfare of all residents.

RESPONSIBILITIES (cont'd)

5. The resident has a responsibility to meet any legitimate financial obligation which has been agreed to prior to admission or adjusted at any later date with the knowledge and consent of the resident or his/her representative. Failure to meet this responsibility will result in discharge from WKVC.
6. The resident has the responsibility to participate in maintaining safety for others. Behavior which may bring harm to others is not acceptable and will result in discharge from WKVC.

NOTES

NOTES



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